ONTARIO CLEAN WATER AGENCY
AGENCE ONTARIENNE DES EAUX

THE ONTARIO CLEAN WATER AGENCY:

2012 **CORPORATE SOCIAL RESPONSIBILITY** REPORT

ONTARIO CLEAN WATER AGENCY
AGENCE ONTARIENNE DES EAUX

CSR Report 2012

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Message from the President & CEO, Jane Pagel and CSR Executive Sponsor, Robin Kind

The Ontario Clean Water Agency (OCWA) has provided clean, safe water to the people of Ontario for twenty years. You could say that being socially responsible has been a part of our culture from the very beginning. Our employees are actively involved in their communities and are proud to represent OCWA whether it's by hosting tours of the plants we operate, or working and volunteering with local charities. As an Ontario Agency we are committed to supporting our communities, public health and the environment. We pride ourselves in choosing community initiatives that align with our vision of being a trusted world leader in water and that support our core values.

Our commitment to social responsibility focuses on five key areas: Community Support and Volunteering, Education and Awareness, Environmental Sustainability, Employee Engagement, and Innovation. In this inaugural Corporate Social Responsibility Report, we are pleased to highlight our achievements over the past year – and there have been many.

We are strengthening our commitment to social responsibility by participating in new initiatives and partnerships that are making an impact in Ontario and around the world. In 2012, we began our partnership with GlobalMedic, a Canadian charity that provides clean drinking water solutions to people in crisis around the world. We raised $49,263 which was used to supply water purification units to families in need in Somalia and Yemen. OCWA employees worked alongside GlobalMedic volunteers drilling and assembling these units for shipment.

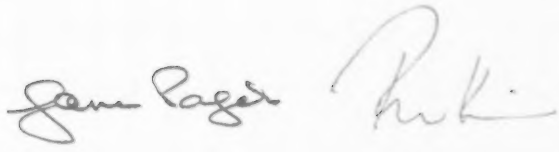
In 2012, we invested over $23,000 to support local programs in education, arts and culture and organized sports. OCWA employees also raised $44,675 for health-related organizations and campaigns such as the Trillium Health Centre, the Federated Health Charities Campaign, CIBC's Run for the Cure, and Movember, benefiting prostate cancer and men's mental health.

As experts in the water industry, many of our social responsibility activities are focused on raising public awareness of water-related issues. We believe it is important to teach the next generations about the value of clean drinking water. Our employees participate in children's water festivals, host facility tours, attend career fairs, and visit schools to talk to youth about the role they can play in protecting our water sources.

In developing our strategies and business plans, we consider the impact of our business on the natural environment. We work with our clients to find innovative technology solutions that will help increase efficiency and reduce energy use. We recently received funding from the Ontario Power Authority to perform energy audits at our clients' facilities. We've also implemented a number of "green" initiatives at our offices and reduced our paper consumption by 24.6% at our head office in Toronto. Green design elements, such as recycled paint and environmentally sustainable flooring have been incorporated at our new office in Mississauga.

The skills and motivation of our employees contribute to OCWA's overall success and we provide learning and leadership programs with a strong emphasis on health and safety. We celebrate the many contributions of our employees through recognition programs like our annual health and safety award, and OCWAmarine awards.

All of the accomplishments in this report were made possible through the passion and pride that our employees bring to their work in the water industry. Their commitment to making a real difference in society is inspiring; we are profoundly grateful to them and we look forward to the journey ahead.



Corporate Overview

The Ontario Clean Water Agency (OCWA), an agency of the Ontario Ministry of the Environment, is the largest water and wastewater treatment service provider in Ontario. OCWA's highly-skilled and dedicated employees operate more than 780 treatment facilities for more than 200 clients. The Agency also provides a complete range of engineering and other technical and advisory services to water and wastewater system owners and is committed to implementing innovative and leading-edge technologies, processes and solutions that improve operational efficiencies and reliability.

Our daily business activities directly impact public health and the environment - areas in which we are proud to play a key role in protecting. We pride ourselves in stepping beyond basic business practices to embrace our responsibility to the people of Ontario. OCWA chooses community initiatives that align with our vision of being a trusted world leader in water and that support our core values – Transparent, Respectful, Understanding, Safe and Teamwork (**TRUST**). These values, chosen by our employees, embody our commitment to one another and to the people within our surrounding communities – as well as those beyond our borders.

CSR Framework

Corporate Social Responsibility Vision Statement

OCWA's mission is to demonstrate service excellence through the delivery of safe, reliable and cost-effective clean water. In fulfilling this mission, OCWA's Corporate Social Responsibility (CSR) vision is to make a positive contribution to the lives of our employees, the communities where we live and work, and future generations. We accomplish this by considering the social, environmental and economic impacts of our activities, both as individuals and as a corporation. We also believe we can play an important role in the global community by supporting innovative and sustainable solutions for water treatment, including access to clean water and sanitation. OCWA will meet these commitments by:

- Supporting and investing in communities in which we live and work;
- Sharing our expert knowledge of water-related issues through education and partnerships;
- Supporting sustainable, innovative solutions for the delivery of clean water and safeguarding the environment; and
- Creating a supportive work environment where employees are empowered to make decisions and maximize their potential.

Our Corporate Social Responsibility Framework

The Agency's CSR framework includes five key areas:

Community Support & Volunteering – We make a positive difference in our communities through fundraising and community involvement.

Education and Awareness – We educate our stakeholders on water treatment and conservation and issues within the water treatment industry.

Environmental Sustainability – We operate in a way that contributes to a more sustainable environment by focusing on conservation, energy management and green office practices.

Employee Engagement – We make OCWA a great place to work and invest in our employees.

Innovation – We add value to the water treatment industry by bringing forward and testing new technologies that enhance and promote safe, clean water for all.

Community Support and Volunteering

OCWA's employees care about the sustainability of the environment and the health and vitality of the communities in which they live and work, which they contribute to through volunteering, fundraising and donations.

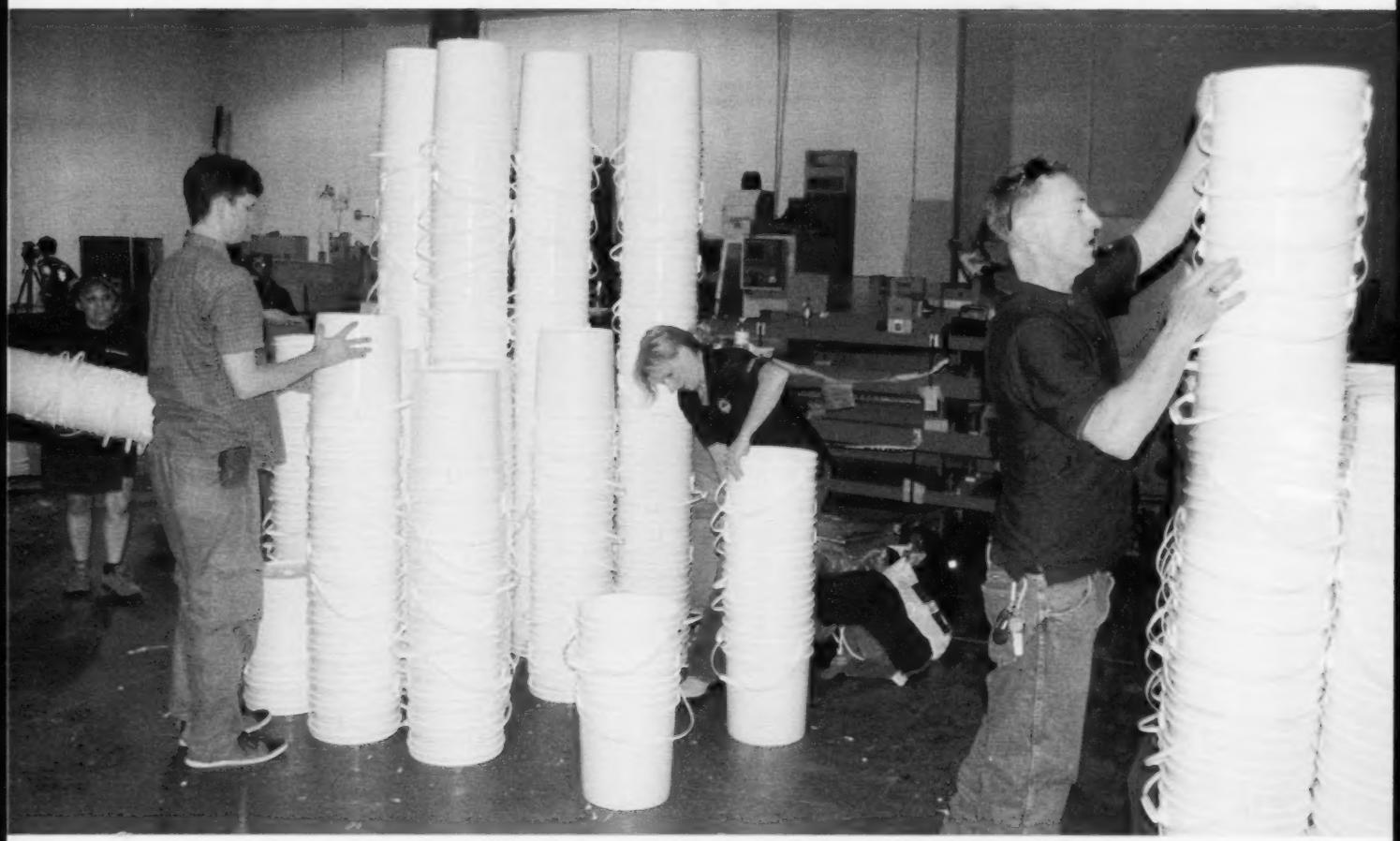
Fundraising

Each year, OCWA employees raise funds for and generously donate to local, provincial and national charities. This year, OCWA co-ordinated fundraising activities in support of GlobalMedic, Trillium Health Centre, Run for the Cure, Movember and the Ontario Public Service (OPS) Federated Health Charities, which fund 16 Ontario health charities across the province. In addition, the Agency raised funds for many other local not-for-profit and charitable organizations.

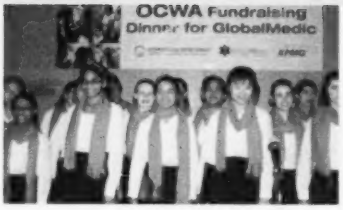
Drop in the Bucket Campaign to Support **GlobalMedic**

In 2012, OCWA made the decision to support a charity whose work aligns with our vision of being a trusted world leader in water. GlobalMedic (www.globalmedic.ca) is a Canadian charity that helps those in need around the world by providing disaster relief and clean drinking water solutions to those affected by natural disasters and complex emergencies.

As part of our "Drop in the Bucket" campaign, OCWA employees organized various events throughout 2012, including a fundraising dinner, BBQ, Thanksgiving lunch and Hub Challenge. The Agency was able to raise **$49,263** — almost double our goal of $25,000 — in support of GlobalMedic through the generosity of our employees, clients, suppliers, contractors and sponsors. The funds raised enabled GlobalMedic to distribute Rainfresh water purification units, a simple bucket system containing microfiltration that can provide a year's worth of clean drinking water to families in need.



Rahul Singh, founder of GlobalMedic, was presented with a corporate donation of $5,000 at OCWA's Annual Leadership Conference by CEO and President, Jane Pagel, and OCWA's CSR Executive Sponsor, Robin Kind.



OCWA raised over $11,000 at the GlobalMedic Charity Dinner event held in December. Guests were treated to a performance by the Mississauga Children's Choir.

As part of the 'Drop in the Bucket Hub Challenge', OCWA hubs challenged each other to raise funds for GlobalMedic. Events included a holiday sweater fundraiser, a barbeque, breakfast with Santa Claus, silent auction, fish fry and more.

On September 13, 2012, OCWA employees helped GlobalMedic drill and assemble 1,240 Rainfresh water purification units. The day was spent in a warehouse drilling, stacking, packaging and loading the water units into shipping containers headed to Somalia and Yemen. One unit will provide a family of seven with clean water for a year.

In addition to our GlobalMedic fundraising campaign, OCWA employees contributed generously to several other charities in 2012.

Trillium Health Centre - $15,300

The sixth annual South Peel Gary Booth Memorial Golf Tournament, held at BraeBen Golf Course, was a huge success. Employees raised $15,300 towards the purchase of defibrillators for the Trillium Health Centre's Hazel McCallion Centre for Heart Health.

The Trillium Health Centre is committed to investing in extraordinary health innovation that is transforming the health care experience for residents of Mississauga, West Toronto and surrounding regions.

Ontario Public Service Federated Health Charities - $16,440

Each year, OCWA supports the Federated Health Charities, which fund 16 health charities across Ontario. This year, OCWA employees generously donated $16,440 through various events to support the important work these charities undertake.

CIBC Run for the Cure - $4,000

A team of OCWA and Region of Peel employees participated in the five kilometre CIBC Run for the Cure in Toronto and raised $4,000 to support breast cancer research, education and awareness programs.

Movember - $3,935

Movember is an annual, month-long fundraising event in which men grow moustaches during the month of November to promote awareness and raise money for prostate cancer and male mental health initiatives. This year, a team of 17 OCWA employees supported Movember by growing moustaches and raising $3,935.

Mount Forest Municipal Hockey Tournament - $5,000

For the second year in a row, OCWA operator Dan Yake and Wellington North township employee Barry Todd organized the Mount Forest Municipal Hockey Tournament, which raised $5,000 to help local elementary schools fund their breakfast programs. Each school was presented with a five hundred dollar cheque and the remainder of the funds were donated to community groups such as Mothers Against Drunk Driving (MADD) Canada, Warm Winter Wishes program, the Food Bank and local sports teams and camps.

Thunder Bay Disaster Relief

On May 27, 2012, the City of Thunder Bay and surrounding areas experienced extremely heavy rainfall that resulted in severe flooding and the declaration of a state of emergency. The influx of water overwhelmed the capacity of the City's wastewater facility and caused significant damage to local area homes. Many community members were forced to evacuate the affected areas and seek shelter in local community centres and churches. The City requested the assistance of OCWA's Emergency Response Team (OERT), who, despite the challenging conditions, worked tirelessly in close collaboration with local Thunder Bay operations and fire department personnel to restore the wastewater facility to an operational state. OCWA employees across the province also contributed to the relief efforts by raising $1,780, which was donated to the community to buy much-needed supplies and food.

Volunteering

OCWA's employees are passionate about making a positive difference in their local communities. The Agency supports and encourages employees to participate in volunteer activities. In 2012, OCWA employees made a difference by volunteering more than 1,600 hours of their time to OCWA charity and/or community events. A number of OCWA's operations staff are also volunteer fire fighters in their community. The Agency recently added a Corporate Citizenship award to its OCWAmarine recognition program to acknowledge employees who exhibit the values of the Agency and give back to the community.

Helping to Build Strong Communities

Many of the municipalities in which OCWA operates are smaller, remote communities where sponsorship of local events and organizations is vitally important. In 2012, OCWA sponsored numerous sports teams and activities, including hockey teams, sailing programs and more. The funds donated to these programs help ensure that local youth are able to be physically active and participate in activities that teach them sportsmanship and teamwork. In addition, OCWA sponsored community festivals, arts and culture programs, hospitals and other charities.

Nick Reid, Vice-President of Strategic Partnerships, devotes his time to mentoring in association with the Community MicroSkills Development Centre and the Toronto Region Immigrant Employment Council (TRIEC). MicroSkills is a non-profit, community-based organization committed to assisting the unemployed, with a focus on women, racial minorities, youth and immigrants. Nick was able to help Collins Ugochukwu, a highly skilled immigrant from Nigeria working as a security guard, get experience, fine tune his resume and cover letter and receive coaching for interviews. Collins was successful in attaining a contract position and gaining valuable Canadian experience that enabled him to secure a position as an Environmental Project Manager in 2012.

People that make a difference - Ontario Public Service Spirit Recipients

The Ontario Public Service (OPS) created the OPS Spirit Award to recognize exemplary employees who give their time and energy to important causes in the community. This year, three OCWA employees were honoured at the OPS Spirit volunteer recognition ceremony. Here are their stories:

Eric Nielson

Eric Nielson, Senior Operations Manager, knows that living in a small town of 10,000 limits the number of community activities that are available for children to enjoy. Volunteers can help to fill this gap by providing structured activities for kids that promote their physical well-being and teach them about teamwork and the rewards of hard work. That's what inspires Eric to devote his free time to coaching hockey and teaching young children goju ryu karate. Eric has experienced the improvement in the listening skills and behaviour of children enrolled in karate as a result of the structured teaching approach. He enjoys seeing the pride and happiness on the faces of the children that he works with and feels truly enriched by the experience of volunteering.

Dave Nussey

For nearly four decades, Dave Nussey, Senior Operations Manager, has been a volunteer firefighter with the Lakeshore Fire Department. Prior to his retirement, Dave was the District Chief of the Comber Fire Hall, where he was responsible for the safety and training of 20 firefighters, as well as maintenance of the fire equipment and fire trucks. In addition to responding to approximately 100 fire calls a year, the Comber Fire Hall participated in many social events for the community, which ranged from fireworks displays and family barbeques to participating in local Santa Claus parades. Over the years, Dave has received two medals for his contributions – the Fire Services Long Service Medal from the Ontario Fire Marshal's office for 20 years of service and the Fire Service Exemplary Service Medal from the Government of Canada for over 25 years of service.

Carlos Silva

Everyone at OCWA knows that Carlos Silva is a dedicated volunteer and Scout leader. Carlos has been volunteering his time and skill for 30 years, and for the last 18 years he has dedicated his time to Scouts Canada. Scout programs make a positive difference in the lives of children and youth, giving them the opportunity to grow and become more physically fit, energetic, outgoing, conscientious and compassionate. Carlos reached the position of Area Commissioner in Durham Region, where he was responsible for 400 adult volunteers delivering programs to approximately 1,000 youth. Recently, Carlos was awarded the prestigious Queen Elizabeth II Diamond Jubilee Medal from the Governor-General of Canada for his contributions to Scouts Canada.

Education and Awareness

We are committed to educating our stakeholders on water conservation and protection and teaching the next generation about the importance of water. Our education initiatives include hosting plant tours, visiting schools to speak on water issues and participating in children's water festivals.

In 2012, OCWA enhanced its educational materials for elementary and high school aged children and delivered numerous presentations about how a person's everyday actions can impact a water treatment system. In Peel Region, OCWA employees made a presentation to 300 grade eight students at Calderstone Middle School.

OCWA also supported and participated in the Ottawa River Festival, as well as the Oxford, Essex Regional and Peel Children's Water Festivals. These annual festivals provide children with an opportunity to learn about water and the environment through hands-on activity centres focused on water conservation, protection, science and technology. The Oxford Children's Water Festival attracted thousands of participants who learned about water and participated in OCWA's 'Dirty Dozen' presentation, which teaches students about some of the harmful chemicals that are found in personal care products. The 17th Annual Peel Children's Water Festival included more than 50 interactive activities focused on the environmental impacts on water, water quality and waste management.

Students in Grades 3 through 5 enjoyed the "Water CSI" station at the annual Essex County Children's Water Festival, where they tested the pH levels of raw and treated water and learned about water treatment and distribution processes.

OCWA employees also regularly provide facility tours to both local and international groups to educate them about water and wastewater treatment processes. In 2012, OCWA and the Region of Peel hosted nine tours for international delegations from China, India, Israel and Peru, which were interested in learning how the South Peel plants operate.

OCWA also works to promote careers in the water industry. Agency staff attended eight high school careers fairs in 2012, raising awareness of employment opportunities in the water industry. We also partnered with the Walkerton Clean Water Centre (WCWC), the Ontario Municipal Water Association (OMWA) and the Ontario Water Works Association (OWWA) to produce a series of short videos directing attention to a website dedicated to careers in water. In addition, fourteen Grade 9 students across Ontario participated in Take Our Kids to Work day, a national program that encourages young people to spend time at the workplace of a parent, guardian, family friend or volunteer host.

OCWA also supports youth educational initiatives through our scholarship program, which awards $2,500 to a student from an approved university or college who is in a second year Environmental Sciences or Environmental Engineering co-op program and demonstrates academic excellence. In 2012, we were pleased to present a scholarship to Kangmin Kim, who is currently enrolled in a second year Environmental Science program at Centennial College.

Through its strategic partnerships and innovations group, OCWA is establishing connections with educational institutions, such as Fleming College Centre for Alternative Wastewater Treatment. OCWA has also joined the Canada-India Water Training Consortium, which was established to develop and collaborate on water initiatives in India. The consortium is led by the Fleming Centre for Alternative Wastewater Treatment and also includes Northern College, Confederation College and Centennial College.

250 monitoring kits distributed by OCWA

World Water Monitoring Challenge
Test. Share. Protect.

World Water Monitoring Challenge

Every year, OCWA participates in the World Water Monitoring Challenge™. This program promotes public awareness of and involvement in protecting water resources around the world by encouraging participants to monitor local bodies of water and share the results through their website. OCWA promotes the Challenge by distributing testing kits during school visits and at festivals and community events.

Environmental Sustainability

Tree planting

OCWA has a long history of environmental stewardship. As part of our commitment to the environment, in 2012 our employees participated in two tree-planting events. In Brantford, employees demonstrated their horticultural skills by helping to plant approximately 300 trees as part of the celebrations for the "New Forest in the City" Earth Day event. West Highland Hub staff and family members also participated in the Shelburne Community Tree Plant.

Greening our Office Space

In 2012, a relocation of some employees from our Toronto office to Peel Region provided an opportunity to incorporate more environmentally sustainable materials and practices into the workplace. In setting up our new Erin Mills location, we used recycled paint, installed carpet made from nearly 40% recycled content and used sustainable cork flooring in the kitchen area. We actively promote recycling at all of our locations, and managed to fill 99 green shredder bins and 20 recycling bins with paper during the relocation to Peel Region. We also donated binders to a local school and recycled the metal from old IT equipment.

Paper Consumption

Paper manufacturing is an energy-intensive undertaking that uses numerous resources, including trees, chemicals, energy and water. OCWA is keenly aware of the need to conserve these resources, which is why we only use recycled paper and encourage double-sided printing and recycling. We also implemented a new printing system in our head office in Toronto that helped us reduce the amount of paper we consumed by 24.6%. We also encourage our employees to use laptops and tablets to view materials in meetings, reducing the need to print documents. OCWA's Board of Directors recently implemented paperless meetings and Executive Management Team meetings will be paperless in early 2013.

Reducing our Carbon Footprint

We encourage our employees to engage in activities that help to mitigate the harmful effects of climate change. Although we do not yet have an established carbon footprint measure, we have implemented initiatives to help minimize our impact. Over the last several years we invested in videoconferencing equipment at our hub offices across the Province, reducing the need for employees to travel to meetings. We are also adding more hybrid vehicles to our fleet and recently implemented an anti-idling policy to help reduce our fuel consumption and greenhouse gas emissions.

Energy Management

The Ontario Power Authority (OPA) has agreed to provide OCWA with funding to implement energy saving plans and initiatives in the coming years. In 2013, the Agency will undertake 20 to 30 energy audit reviews at OCWA-run facilities and help our clients implement the findings of the audits. For the past three years, OCWA has been working with APG-Neuros and a number of our clients to optimize their wastewater facilities using more energy efficient turbo blowers, and fine bubble membrane systems instead of conventional blower and aeration systems. Energy savings of up to 50% have been reported, as well as reduced maintenance costs for the equipment and lower greenhouse gas emissions.

Turbo blowers are more energy efficient than conventional blowers

Employee Engagement

Our high levels of employee engagement reflect collaborative working relationships that are built on trust, showing genuine interest and appreciation of good work through formal and informal recognition. We support a culture of learning and development and encourage feedback through participation in both OPS and OCWA employee engagement surveys.

Health and Safety

OCWA is committed to providing a safe and healthy workplace for all employees, regularly promoting awareness and action at every level of the organization. On September 5, 2012, OCWA's CEO, Jane Pagel, officially signed the Senior Executive Health and Safety Leadership Charter, demonstrating the Executive Management Team's commitment to the health and safety of OCWA employees and the communities we serve.

As a signatory of the Charter, OCWA joins an esteemed list of Canadian organizations that are committed to the health and safety of their employees and the communities in which they operate and realize the vital link between a culture of health and safety and a successful organization.

OCWA has a comprehensive Occupational Health and Safety System (OHSS) and we actively promote a healthy and safe work environment for our employees and contractors. The Agency is striving for zero lost time injuries (LTI) and came extremely close to achieving this goal in 2012, with one LTI the entire year. We recognize and appreciate employee efforts to health and safety at OCWA with our Safety Awards Program.

Development, Learning and Growth

Water and wastewater staff are highly skilled and need to be certified to perform their jobs. We provide extensive internal training, both online and in-class, for our operators as well as a variety of learning and development opportunities, including orientation, succession planning and leadership development. Throughout 2012 and continuing into 2013, Agency managers are participating in a Franklin Covey program, "Leading at the Speed of Trust," with a goal to improve leadership practices and communication across the Agency. Our 2012 Leadership Conference theme was "Bridging the Gap," which provided valuable insights and ways to improve workplace communication and sharing of knowledge and information.

Wellness

We offer a comprehensive range of benefits to our employees. In addition, all of our employees and their immediate family members have access to an Employee Assistance Program, a confidential service that provides a wide range of support on topics such as nutrition, child care and elder care issues, relationship issues and coping with stress.

Recognition

We believe that rewarding and recognizing employees for a job well done goes far beyond the regular performance review process. OCWAmarine awards recognize employee contributions in categories such as leadership, innovation and sustainability, quality service, team building and citizenship. OCWA's Safety Awards publicly recognize the contributions that individual employees and groups make to promote healthy and safe OCWA workplaces each year. Both award ceremonies are held on an annual basis and recipients are recognized in front of our leadership team.

OCWA's safety award recipients (l to r) Lisa Stasiuk, Allyson Kirk, Shannon Tracey-Boggess, Ed Hoffman

OCWAMarine award recipients (l. to r.) Chris Biyaniwila, Nigel D'Souza, Neville Arnold, Jodie Churilla, Bob Simpson, Darko Kodric, Daniel Rau, Matthew Wright

Safety award recipient Brad Hoover

Innovation

As part of our commitment to support the Province of Ontario's goal to become a North America leader in new water technology, OCWA is identifying and testing innovative technology solutions that enhance the production of safe clean drinking water, have a positive impact on the environment and reduce energy use.

Over the past year, OCWA has been conducting a pilot project in Killaloe with SanEcoTech to demonstrate the use of hydrogen peroxide as an alternative to chlorine for secondary disinfection. Hydrogen peroxide is an eco-friendly option as it decomposes to molecules of water and oxygen without the creation of disinfection by-products.

In 2012, OCWA initiated two pilot projects to reduce the energy costs in conventional biological wastewater treatment. At Ailsa Craig we are working with Ekologixs to test the performance of their Plunge Aero Mixer to provide fine bubble aeration, which has been proven to provide energy savings without the need for extensive plant retrofits. OCWA has also been working with Bio Organic Catalyst Canada to test the effectiveness of their catalyst at improving oxygen transfer efficiency at St. Marys Wastewater Plant. Improved oxygen transfer will reduce energy consumption, reduce greenhouse gas emissions and contribute to longer equipment life.

OCWA is keenly aware of the challenges faced by small and remote systems. We were proud to provide a letter of support to United Nations University for their HydroSanitas Project, an interactive knowledge portal dedicated to providing important information on treatment options for rural, remote and otherwise marginalized communities around the world. We also provided a letter of support to Global Spatial Technology Solutions to demonstrate the application of microsatellites in managing water resources, especially in locations where cost effective communications networks are not available.

CSR Performance – OCWA's 2012 Scorecard

LEGEND ★ Exceeded ✓ Achieved ! Slightly Delayed

Focus Area	Initiative/Commitment	Measure	Results	
Community Involvement & Volunteering	Partner with local organizations (i.e. conservation authorities) to support local programs	Increase participation in community involvement events by 20%	★	OCWA has increased participation by 23.5% over the prior year
		Prepare Community Support Guidelines	✓	Community support Guidelines have been created and communicated to staff
	Select and raise funds for a water charity	Meet campaign goals for GlobalMedic (25k)	★	$49,263 raised for GlobalMedic in 2012
	Promote volunteering	Develop Volunteer Guidelines	!	Volunteer guidelines have been drafted
Education & Awareness	Raise awareness of water issues and process in school aged children	Create high school and junior school OCWA materials regarding water	✓	Elementary and high-school presentations have been developed and delivered
Environmental Sustainability	Decrease OCWA's impact on the environment through waste and energy reduction	Decrease corporate office paper consumption by 10%	★	Paper consumption was reduced by 24.6%
		Create a committee focused on greening operations		A committee was formed, yet must be integrated with the energy management program
Employee Engagement	Increase engagement of OCWA employees	Raise % of employees who are medium to highly engaged	✓	75% of OCWA's employees are engaged (per 2012 Towers Watson Top 100 Employer Survey)
Innovation	Support new water technologies and/or processes that have a positive impact on the environment	Pilot one technology that will either reduce energy, remove contaminants or decrease carbon imprint	✓	Currently piloting an alternative to chlorination disinfection

Planning for the Future – 2013 Scorecard

In 2013, OCWA will maintain its focus in our key areas and deliver on the action plans developed. The 2013 scorecard is outlined below.

Focus Area	Initiative/Commitment	Measure
Community Involvement & Volunteering	Partner with local organizations to support local programs	Increase participation in community involvement events by 20% over prior year
	Review community involvement/funding strategy	Track participation in community events
	Pilot Blue W program	Pilot one project in 2013
	Continue to support GlobalMedic Water division	Raise $50,000 for GlobalMedic
	Promote Volunteer Recognition within OCWA	Implement Volunteer Guidelines
		Track employee volunteer hours
		Increase communication of employee volunteer stories and OCWA representation at OPS Spirit Awards
Education & Awareness	Raise awareness of water issues and process in school-aged children	Deliver presentations at schools, host school tours at OCWA facilities and track all presentations/tours
	Raise awareness of industry career options in high school students	Attend six career fairs in 2013
Environmental Sustainability	Decrease OCWA's impact on the environment through waste and energy reduction	Decrease paper consumption by 10%
	Energy Management	Perform 20 energy audits
Employee Engagement	Increase engagement of OCWA employees	Achieve employee engagement score greater than 75%
		Increase the number of employee engagement events
		Improve CSR internet and intranet sites and profile volunteers and community events
Innovation	Support new water technologies and/or processes that have a positive impact on the environment	Pilot one technology that will either reduce energy, conserve water, remove contaminants or decrease carbon imprint

Trust. It flows from experience & commitment.

Coming from Ontario, land of freshwater, perhaps our dedication to water quality and innovation shouldn't be surprising. The Ontario Clean Water Agency has earned a world-class reputation in the operation of clean water and wastewater facilities. Collaboration flows through everything we do. If you'd like to discuss your municipality's needs, whatever the size, wherever you are, we look forward to talking with you.

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